



## **SERVICE STANDARDS**

### **CHAFEE IL - CHAFEE FOSTER CARE INDEPENDENCE PROGRAM**

#### **I. Service Description**

The Chafee Foster Care Independence Program (CFCIP) provides independent living (IL) services that consists of a series of developmental activities that provide opportunities for young people to gain the skills required to live healthy, productive, and responsible lives as self-sufficient adults. Independent living services should be seen as a service to young people that will help them transition to adulthood, regardless of whether they end up on their own, are adopted, or live in another permanent living arrangement. IL services should be based on the independent living assessment following the youth's referral for services. Youth receiving IL services must participate directly in designing their program activities, accept personal responsibility for achieving independence, and have opportunities to learn from experiences/failures.

Services should be provided according to the developmental needs and differing stages of independence of the youth but should not be seen as a single event, or as being provided in a substitute care setting, but rather as a series of activities designed over time to support the youth in attaining a level of self sufficiency that allows for a productive adult life. Services should address all of the preparatory requirements for independent adulthood and recognize the evolving and changing developmental needs of the adolescent.

Youth, ages 16 through 18, will receive services that include individual guidance, case management, and soft skill independent living services as reflected in the independent living assessment. Youth will be provided with transitional living services when they are within one year of their case being dismissed due to aging out of foster care. This may begin at age 17 or older, depending on the youth's plan and expected time in care. In addition to the independent living assessment, services include counseling, tutoring, mentoring, education, housing, health care, drivers education, self-esteem building, life interest explorations, money management and budgeting, and personal relationship education.

Youth ages **18-20** who have not reached their twenty first birthday and who have left foster care will be offered guidance on financial issues, assessment services, housing, health care, counseling, employment, education opportunities and other support services that are unique for the development of self-sufficiency. Youth leaving foster care or former foster youth requesting CFCIP independent living services must participate on a voluntary basis and sign an agreement with the service provider for case management services. This agreement outlines the services to be provided, the length of time expected for the service, and the plan for the youth's contribution. The youth must participate directly in designing their program activities, accept personal responsibility for achieving independence, and have opportunities to learn from experiences and failures. In addition, the independent living plan must include an operational plan describing how the young adult is going to assume responsibility once assistance ends.

Independent Living Programs are designed to assist young people by advocating, teaching, training, demonstrating, monitoring and/or role modeling new, appropriate skills in order to enhance self-sufficiency. Services must allow the youth to develop skills based on experiential learning and include the following based on the youth's needs as identified through the Independent Living assessment:

### Assessment

The independent living assessment must include a comprehensive, written assessment of the youth strengths as well as areas of improvement. The Ansell-Casey Life Skills Assessment (ACLSA) at [www.caseylifeskills.org](http://www.caseylifeskills.org) is the only assessment tool approved for use.

### Mentoring

Service providers will provide mentoring services that appropriately match youth by age 17 with screened and trained adults through an existing mentoring program for one-to-one relationships or ensure that the youth can identify a volunteer mentor of their own choosing and monitor that the relationship exists and the mentor is committed to maintaining a mentoring relationship with the youth. All mentors must be screened by conducting CPS and criminal background check and ensuring that the mentor has a valid IN driver's license and minimum insurance. Mentoring may include:

- One-on-one guidance, support and encouragement within a structured, formal program.
- Meeting on a regular basis as fits the schedule of the mentor and the youth.
- Listening, coaching, educating, sponsoring, encouraging, counseling, and role modeling.
- Developing a relationship with the youth by a caring, committed adult.
- Guiding youth in the use of free or leisure time by sharing their own interests and encouraging the young person to do the same.
- Assist the youth regarding faith-based activities, music, art, cultural support, use of the public library and participation in civic service and community activities.

### Educational Services

Service providers will provide or monitor that the youth receives educational services that include:

- Coordination with the youth's school on their Individual Education Plan (IEP)/Individual Transition Plan (ITP) for youth in special education.
- Providing tutoring support as needed and assistance with GED preparation if applicable.
- Assistance with locating driver's education training.
- Assistance in exploring career options, Job Corps, AmeriCorps, Vista, and the Armed Forces.
- Assistance with transportation to College Goal Sunday program to assist the youth in understanding the financial aid process.
- Assistance with application of the Free Application for Financial Student Aid (FAFSA) and gathering needed documents.
- Assistance in the search for scholarships at the website of the State Student Assistance Commission of Indiana ([www.in.gov/ssaci](http://www.in.gov/ssaci)) as well as other websites and assist in the completion the required forms as well as gathering needed documents.
- Assistance with obtaining information on colleges or universities, including cost, by logging into the Department of Education's website [www.nces.ed.gov](http://www.nces.ed.gov). Additional information for Indiana schools and specialized vocational training programs may be found on the Education and Training Voucher (ETV) ([www.statevoucher.org](http://www.statevoucher.org)).
- Assistance in applying for the ETV program funds on the ETV website ([www.statevoucher.org](http://www.statevoucher.org)), if eligible, for secondary education opportunities.

### Vocational and Employment Services

Service providers will provide vocational and employment services, either directly or by referral that include:

- Transport the youth to the local Work One Center and assist the youth in requesting aptitude testing and resume writing.
- Assist the youth in obtaining job services through the Work One Center and explore possible intern positions through this program.
- Assist the youth in exploring and applying for volunteer opportunities in the community.
- Assist the youth in obtaining and completing job applications and provide opportunities for the youth to practice interviewing for different types of employment.
- Training related to employment such as appropriate dress, expected work behavior, anger management, arrival at work and returning from breaks on time, and other issues related to maintaining employment.
- Assist the youth in the use of all available community employment and training resources including on the job training, job coach if eligible for service, and helping the young person access them.
- Developing job leads in the private sector and working with employers who may employ young people, including internships, job mentoring, apprenticeship, summer employment programs and other supportive services.
- Assistance with the application process for youth possibly eligible for social security benefits.

#### Health Services

Service providers will provide or advocate for health services to the youth that include:

- Assist the youth in obtaining their Medical Passport and ensuring that it contains current information related to their family health history, immunizations, operations, and childhood illnesses and includes the names of the youth's medical, mental health, and dental providers and their contact information.
- Transport the youth to visit the local Community Health Clinic, Mental Health Clinic, hospital emergency room, and urgent care facilities to familiarize the youth with the location of these facilities, services available and how to access services when needed.
- Provide age-appropriate education regarding basic hygiene and nutrition, medical and dental care, substance abuse prevention/intervention, pregnancy prevention, teen parenting education, and sexually transmitted diseases and HIV prevention.
- Provide assistance with accessing formal individual and group counseling, including crisis counseling and family therapy.
- Provide assistance with applying for Medicaid, State alternative, or other insurance coverage for the youth and their children when applicable.

#### Housing Services

Service providers will provide housing services that includes the following:

- Arrange an interview and visit with apartment complex managers to allow the youth to understand the leasing process and view apartments in more than one location.
- Assist the youth in developing a budget to determine the amount of rent they are able to pay based on their income and other expenses.
- Provide education on tenant rights and responsibilities and the importance of following rules and regulation policies of the apartment complex or landlord.
- Assist the youth in obtaining their free annual credit report from all three agencies ([www.ftc.gov/bcp/online/pubs/credit/freereports.htm](http://www.ftc.gov/bcp/online/pubs/credit/freereports.htm)) to ensure their credit will not be an obstacle to renting.

- Explore with the youth the option of other housing arrangements such as host home with their current or former foster parents or relatives, not to include legal or biological parents, and shared housing with other foster youth.
- Arrange a visit with the youth to utility companies (electric, gas, water, phone) to gather information regarding the requirements of the company related to hook up charges, deposits, and the monthly cost of services.
- Arrange visits with the local homeless shelters, mental health day shelters, food pantries, and other services that are available in the event that the youth may ever become homeless.
- Provide education on the purpose of credit, the use of credit, maintaining good credit, and how credit can affect every facet of their adult lives.

### Life Skills and Social Skills Services

Service providers will provide life and social skills training that include:

- Ansell-Casey Life Skills Assessment (ACLSA) with the youth and their caregiver to identify the youth's strengths and needs.
- A written plan, which is strengths-based, developmentally appropriate, based on the ACLSA which involves the youth and significant persons in its development and builds on the young person's positive behaviors and personal strengths.
- Information regarding public assistance that is available for eligible applicants through the State such as TANF and food stamps, local food pantries, and township trustees.
- Opportunities to interact with other foster youth in small and large groups in learning activities related to independent living.
- Experiential learning opportunities in the areas of problem-solving, time management, conflict resolution, stress management, communication skills, interpersonal skills, community resources, support systems, goal-setting, locating businesses or services in the yellow pages, knowledge and use of city, street, and state maps, etc.
- Accompany the youth on trips to different locations using the public transportation system, assist in purchasing tokens and taking dry runs to locations that the youth will need to go to reduce the unknown factor and determine the time needed to reach the destination.
- Assist the youth in making arrangements for taxi service or other arrangements to an appointment when public transportation is not available.
- Financial training including developing a budget, banking, the use of money orders, use of credit, cost of rent-to-own versus purchasing. Arrange a visit to a bank to gather information on checking and saving accounts and how to open and maintain the account.
- Take the youth shopping for personal care items, cleaning supplies, and food items to learn the costs to assist in developing a budget for these items.
- Assist the youth in planning a menu, purchasing the food, and preparing a meal.
- Take the youth to the Laundromat with their own soiled laundry and assist in the use of the facilities, supplies needed, money required for wash and dry loads, and time involved in this endeavor.
- Assist the youth in obtaining an original birth certificate, social security card, credit history, medical and mental health records, and school records for their own files.
- Assist the youth in obtaining a State ID card.
- Assist the youth in maintaining a life book that includes their birth certificate, social security records, court orders relating to their CHINS or probation case, high school activities, family information including names of family members and location,

placement information, photos of friends and school activities, and other information important to the youth.

### Youth Development

Service providers will provide opportunities for social, cultural, recreational, and/or spiritual activities that:

- Are designed to expand the range of life experiences and are sensitive to the cultural needs of youth and youth with special needs.
- Form meaningful and growth-producing adult relationships with families, peers, and other persons, and assist the youth in managing relationships with family, peers, and significant others.
- Introduce various available recreational and social activities for leisure time.
- Offer experiential learning in communication skills and conflict resolution management.
- Introduces the youth to volunteer activities in the community.
- Allow for participation in youth conferences and other developmental opportunities, which include leadership activities.
- Encourage participation in the Youth Advisory Boards.

## **II. Target Population**

### **Eligibility for case management services:**

- 1) Youth ages 16-21 who are in foster care as a CHINS or adjudicated a delinquent with a case plan establishing the need for independent living services.
- 2) Youth ages 16-21 who were formerly in foster care as a CHINS or adjudicated a delinquent between the ages of 16-18 that were returned to their own homes and remain a CHINS or adjudicated a delinquent with a case plan establishing the need for independent living services.
- 3) Youth age 18 to 21 who were formerly in foster care for a minimum of 6 months as a CHINS or adjudicated a delinquent between the ages of 16-18 under the supervision of the DCS and had a case plan establishing the need for independent living services.
- 4) Youth who are 18-21 who would otherwise meet the eligibility criteria above and who were in the custody of another state or were a “ward of another state” will be eligible if through the Interstate Compact for the Placement of Children there is a verification of wardship and all eligibility criteria from the state of jurisdiction.

Youth who turn 18 in foster care are exempt from the 6 month requirement indicated in the target population. For probation youth adjudicated a delinquent, the county of residence must have an interagency agreement between the court and DCS relating responsibilities of each party for meeting all state and federal mandates.

### **Eligibility for Room and Board assistance:**

Foster youth must have turned 18 years of age while in foster care\*. This includes:

- 1) Youth who move directly from foster care into their own housing at age 18 up to age 21.
- 2) Youth who leave care voluntarily at age 18 without accepting assistance but return prior to turning age 21.

*\*Foster care is defined as 24-hour substitute care for children placed away from their parents or guardians and for whom the State agency has placement and care responsibility. Facilities that are outside the scope of foster care include, but are not limited to: detention facilities; psychiatric hospital acute care; forestry camps; or facilities that are primarily for the detention for children who are adjudicated delinquents.*

Room and board expenses are considered as rent deposits and payments and utility deposits and payments. These funds are contingent upon availability. Room and board payments include a maximum of \$3,000 for assistance through age 21. Youth may access this assistance as long as they continue to participate in case management services and participate in a full time schedule of work, or part time work and part time school, until the \$3,000 limit is exhausted. While receiving these funds, youth are expected to make incremental payments toward their own housing and utility expenses beginning in the second month of assistance and should be prepared to accept full responsibility by the sixth month unless there are extenuating circumstances. In cases where the youth is unable to accept full responsibility for their rent in the sixth month, approval must be received from the State IL Coordinator to allow payment beyond the fifth month. Requests for an extension of this capped amount will be considered on a case-by-case basis by DCS central office staff only, based on availability of funds.

Room and Board payments will only be made through a contracted service provider who is providing independent living case management services to the youth. Youth may not access housing assistance from both the Chafee room and board funds and the Education and Voucher Program (ETV) at the same time. Those attending school full time or part time should access the ETV Program at [www.statevoucher.org](http://www.statevoucher.org) for education assistance. If ETV funds are being provided, required housing assistance must be accessed through this program.

#### Housing Options:

Potential housing options may include host homes with foster families or relatives, youth shelters, shared housing, single room occupancy, boarding houses, semi-supervised apartments, their own apartments, subsidized housing, scattered site apartments, and transitional group homes.

### **III. Goals and Outcome Measures**

#### Goal#1

Timely provision of services for the youth and regular and timely communication with referring worker

#### Outcome Measures

- 1) 95% of all youth that are referred will have face-to-face contact with the provider within 10 days of the referral.
- 2) 95% of youth will have an ACLSA completed within 30 days of referral and a written treatment plan prepared with the youth and referring FCM within 30 days of completion of the assessment.

- 1) 97% of all youth will have monthly written summary reports prepared and sent to the referring worker.

#### Goal #2

Ensure that all youth have a mentor.

##### Outcome Measures

- 1) 100% of youth age 17 and older being provided services will have a self-chosen mentor or will be assigned a mentor within 60 days of the beginning of services.

#### Goal #3

Increase the percentage of youth who have a safe and stable place to live.

##### Outcome Measures

- 1) 90% of youth receiving room and board assistance will have safe stable housing within 6 months of the provision of services.

#### Goal #4

Increase the percentage of youth who receive services that assist in developing independence.

##### Outcome Measures

- 1) 95% of youth participating in voluntary services will be able to meet their living expenses within 6 months of the provision of services.
- 2) 95% of youth participating in services will attain education whether academic or vocational.
- 3) 95% of youth participating in services will not be involved in high risk behaviors.
- 4) 100% of youth will have contact information related to their dental, physical and mental health service providers.
- 5) 100% of youth leaving care will have their birth certificate, social security card, medical records, and educational records or will obtain them within six months of beginning voluntary services.

#### Goal #5

DCS and youth satisfaction with services

##### Outcome Measures

- 1) DCS satisfaction will be rated 4 and above on the Service Satisfaction Report.
- 2) 94% of the youth who have participated will rate the services "satisfactory" or above.

## IV. Qualifications

### **Minimum Qualifications:**

Bachelor's degree in social work, psychology, sociology, or a directly related area and under the direct weekly supervision of a person with a Masters degree in Social Work, Psychology, Sociology, or a directly related field. Must have and provide proof of a valid driver's license and minimum car insurance coverage.

### **Minimum qualifications for Mentors:**

- 1) Must have and provide proof of a valid driver's license and minimum car insurance coverage.
- 2) Must have a high school diploma or GED and a general interest in helping transitioning youth.

Monitoring of mentors must be provided by persons with a Bachelor's Degree in Social Work or another human service field and no less than three (3) years of successful experience in providing in-home and /or center based services.

## **V. Billable Units**

### **Face to face time with the client:**

*(Note: Members of the client family are to be defined in consultation with the family and approved by the DCS. This may include persons not legally defined as part of the family)*

- Includes client specific face-to-face contact with the identified client/youth during which services as defined in the applicable Service Standard are performed.
- Includes crisis intervention and other goal directed interventions via telephone with the identified client/youth.
- Not included is routine report writing and scheduling of appointments, which are included in the rate for service provision.

**For hourly rates, partial units may be billed in quarter hour increments only. Partial units to be billed are to be rounded to the nearest quarter hour using the following guidelines: 8 to 22 minutes = .25 billable hours, 23 to 37 minutes = .50 billable hours, 38 to 52 minutes = .75 billable hours, 53 to 60 minutes = 1.00 billable hours. All billed time must be associated with a family/client.**

### **Case Conference:**

Includes case conferences initiated or approved by the DCS for the purposes of goal directed communication regarding the services to be provided to the client/youth. Such approval is to be documented on the Referral Form or subsequent DCS correspondence.

### **Collateral contacts:**

Collateral contacts includes up to eight (8) hours per family per month that are consistent with the plan of the case. Additional time must be approved and documented through subsequent DCS correspondence.

### **Court Time on case:**

Services include providing any requested testimony and/or court appearances including hearings or appeals. Includes up to one hour for preparation of a DCS requested and approved court testimony. The provider may bill up to one hour per day for testimony in client/family specific court hearings as requested and approved by the DCS.

### **Travel Time:**

- 1) Includes travel time with the client/youth and is factored door to door from the service provider's home or the agency's office, whichever is closest to the client/youth. If both these locations are outside the county being served, travel time is to begin at the county line unless otherwise approved by the referring DCS.
- 2) Travel time is to include only travel to and from the client/youth's home, to and from case conferences, court, other related transportation needs of the youth, and no shows. The travel time rate includes mileage expenses at the State rate of .40 per mile. Mileage expenses are not to be billed in addition to travel time.

### **No Show:**

- 1) Includes attempted scheduled home visits with the client/youth for which the client/youth does not appear. Upon the 3<sup>rd</sup> consecutive "no show", the provider must contact the referring FCM to determine if continuation of services is appropriate.
- 2) Includes attempted unscheduled home visits if such visits are requested by the DCS via the Referral Form, the DCS Case Plan, or subsequent DCS Progress or Case Notes.

- 3) Wait time for a “No Show” must be no less than 15 minutes. A note must be left to inform the client/youth that a contact attempt was made.
- 4) “No Shows” are to be billed per occurrence.

**Room and Board:**

Dollar for dollar cost of rental deposit and rent payments and utility deposits and utility payments.

**Educational Groups:**

Group rate for youth referred for case management services including up to 12 participants. Siblings may participate in the same group.

**Incentives provided to youth:**

Incentives may be provided to youth for participation in specific services that will benefit the youth. Dollar for dollar amount.

**Emancipation Goods and Services not to exceed \$1000 (unless approved by the state IL Coordinator):**

Goods and services required to expedite permanency for youth aging out of the system as approved by the local office on a dollar for dollar basis. The approved form must be used to request needed funding for youth. The signature of the DCS Director or designee on the approved form provides approval for expenditure of the funds as does the emailed form with the email cover sheet attached to the form that was received from the DCS Director or designee.

**Note:** This expenditure must be determined based on the specific needs of each youth, not on the amount available.

**Translation or sign language:**

Services include translation for families who are non-English language speakers or hearing impaired and must be provided by a non-family member of the client. Dollar for dollar amount.

**VI. Case Record Documentation**

Necessary case record documentation for service eligibility for CHINS and probation youth must include:

- 1) Case Plan indicating the need for independent living services;
- 2) Initial Ansell-Casey Life Skills Assessment and ongoing assessments every six months of during the service provision period;
- 3) Documentation of regular contact with the referred youth and the DCS;
- 4) Monthly written reports, or more frequently if requested, regarding the progress of the youth provided to the referring agency, and
- 5) A Chafee Supplement report at 6 months of service and case dismissal.

Necessary case record documentation for service eligibility for youth over the age of 18 receiving voluntary services after dismissal of their CHINS and probation case must include:

- 1) DCS referral form;
- 2) Signed Voluntary Services Form which includes the service plan;
- 3) Documentation of regular contact with the referred youth and Voluntary Services Caseworker;
- 4) Monthly written reports regarding the progress of the youth provided to the Voluntary Services Caseworker; and

5) A Chafee Supplement ([www.chafee.org](http://www.chafee.org)) report at 6 months of service and case dismissal.

### **VII. Service Access**

Services must be accessed through a DCS referral. Referrals are valid until the youth's until the youth case is dismissed. Providers must initiate a reauthorization for services to continue beyond the approved period. Referrals for youth whose case has been dismissed are valid through the youth's 21<sup>st</sup> birthday.

**NOTE: All services must be pre-approved through a referral form from the referring DCS. In emergency situations, services may begin with a verbal approval but must be followed by a written referral within 5 days. It is the responsibility of the service provider to obtain the written referral.**